

# MCI NOTICE TO INMATE/WARD FAMILY AND FRIENDS WHO RECEIVE COLLECT CALLS FROM THE CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION (CDCR) INMATES/WARDS MCI DIRECT REMIT ACCOUNT

Effective February 2003, MCI initiated a new billing system. This billing system blocks collect calls made by the California Department of Corrections and Rehabilitation (CDCR) inmates/wards who call family/friends that MCI cannot bill for the collect call. MCI will block calls to family/friend's telephone numbers until the customer establishes an arrangement under which MCI can bill the customer for the collect call.

## NOT ALL FAMILY/FRIENDS ARE AFFECTED.

**WHO IS AFFECTED?** After January 2, 2003, when a CDCR inmate/ward attempts to call inmate/ward family/friends in which MCI cannot bill for the collect call, the inmate/ward family/friend will receive an automated message from MCI. **ONLY THOSE NUMBERS AFFECTED WILL RECEIVE THIS AUTOMATED CALL!** The automated message will provide the family/friend with a toll-free number to call MCI to discuss billing arrangement alternatives that can be made. Until billing arrangements have been made, collect call attempts from CDCR inmates/wards will be blocked.

**HOW CAN A FAMILY/FRIEND FIND OUT IF THEY ARE AFFECTED?** Family/friends can call (1-866-770-4896) between 7AM and 12AM Eastern Standard Time to determine if their phone number is affected. If it is, the family/friend will automatically be connected to an MCI Customer Service Representative for assistance after entering their 10-digit phone number.

IF A FAMILY/FRIEND IS AFFECTED THEY WILL HAVE TWO ALTERNATIVES TO CHOOSE FROM TO CONTINUE TO RECEIVE COLLECT CALLS FROM CDCR INMATES/WARDS:

1. Establish service with a telephone service provider that has a collect billing agreement with MCI; or
2. Set up a Direct Remit Account with MCI.

*Note: MCI will not establish Direct Remit Accounts if there are unresolved local service provider charges, unresolved MCI local or long distance charges, or if the telephone number to be billed is blocked by another local service provider in the nationwide collect call validation database.*

## Alternative 1 - Establish service with a telephone service provider that has a billing agreement with MCI.

Under this alternative it is YOUR responsibility to choose a local service provider and to contact that provider to establish and change service providers. Please understand that MCI cannot recommend a service provider to you. To determine if a service provider has a billing agreement with MCI ask "Does your company have a collect billing agreement with MCI?" If they say YES, and you chose this alternative, YOU are responsible for:

1. Ordering service from the local service provider.
2. **All charges associated with obtaining service from the provider.**
3. Verifying timeframes for installation of the new service.
4. Confirming that the installation has taken place and that all necessary reporting has been completed by the new service provider.

*Please be aware that the change necessary for the telephone number to accept collect calls from CDCR inmates/ward can take anywhere from five (5) business days to 30 calendar days.*

## Alternative 2 - Set up a Direct Remit Account with MCI.

Call the MCI Customer Service at (866) 770-4896 between 7AM and 12AM Eastern Standard Time and provide them with your name, address, telephone number, and other information requested. Under this alternative, you would be able to stay with your current local service provider. MCI will send you a bill and remittance slip (based upon the plan you choose) for you to make payment directly to MCI. The Direct Remit plan requires a one-time pre-payment that will be applied to your future bills. This one-time pre-payment is not a deposit. Future bills will be sent to you each month for all inmate/ward collect calls you receive.

The MCI service representative will give you two pre-payment options to choose from in order to establish a Direct Remit Account.

1. Pre-payment via credit card; or
2. Pre-payment via money order or cashiers check

## CREDIT CARD OPTION

This method requires pre-payment by the use of a credit card. The credit card will be charged immediately and once MCI receives authorization, the applicable telephone number will be able to receive collect calls from CDCR inmates/wards.

The following are the number of monthly calls that you may be authorized to receive based upon the pre-payment amount charged to a valid credit card:

Charge of \$ 50	6 Call Limit
Charge of \$100	12 Call Limit
Charge of \$150	18 Call Limit
Charge of \$200	24 Call Limit
Charge of \$250	30 Call Limit

Account activation should take place within 4 hours after you provide the necessary information to MCI and the credit card payment is validated.

## MONEY ORDER AND CASHIERS CHECK OPTION

This method requires pre-payment via a money order or cashiers check. MCI will mail to you an invoice for the option you have chosen. After MCI receives and processes your payment, the phone number will be able to receive collect calls from CDCR inmates/wards. The following are the number of monthly calls that you may be authorized to receive based upon the pre-payment amount paid by money order or cashiers check:

Receive \$ 50	4 Call Limit
Receive \$100	8 Call Limit
Receive \$150	12 Call Limit
Receive \$200	16 Call Limit
Receive \$250	20 Call Limit
Receive \$300	24 Call Limit
Receive \$350	28 Call Limit
Receive \$375	30 Call Limit

Account activation may take up to 2 weeks if you choose to make your prepayment by money order or cashier's check.

## Notes:

- 1.) After the pre-payment amount has been spent, MCI will forward a monthly invoice based on the number of collect calls authorized and the exact charges.
- 2.) Under the MCI Direct Remit Account, the maximum number of collect calls able to be received in any one-month period is 30.
- 3.) Under the MCI Direct Remit Account after credit worthiness is established, the customer may request the call limit be increased by five (5) (up to 30) by contacting the MCI Customer Service Center. Certain restrictions apply.

Revised 10/6/05